



Faces in New Places

On Monday, July 29, the Department of General Services welcomed new Director, C. Ronald (Ron) Hicks. Ron has over 28 years of executive experience in facilities management in both the public and private sector. Before joining the County, he served as Vice President of 3D International (3DI) and before that, owned a consulting business and worked in the Office of the President at the University of California. While at the UC System, Ron was Director of Facilities Management and Construction and was responsible for the coordination of design and construction, as well as capital outlay and energy use for nine UC campuses, five teaching hospitals and three national laboratories, including Los Alamos National Laboratory.

Ron has a Bachelor's Degree in Sociology, with a minor in Mathematics from the University of North Carolina at Chapel Hill. His Associates Degree was in Engineering from Western Piedmont College.

He brings strong technical experience and knowledge to finance, plan, design, construct and manage complex facilities and infrastructure operations.

As one "Ron" enters the Community Services Group, another "Ron" is moving on



to another integral part of the County organization. Ron Kelley, CAO Staff Officer for thirteen months, has returned to the third floor as Land Use Aide to Supervisor Greg Cox. He will continue to work on high-profile projects that CSG is spearheading, including the CAC Waterfront Park and the North Embarcadero. Ron credits his time in CSG as being highly valuable, giving him a unique perspective into the processes required to move projects from inception to completion and the teamwork and commitment that makes it all happen.

Coming directly from a stint as Acting Director of General Services, Cathy Trout was recently appointed the new Director of Housing and Community Development. As Director of Finance for CSG since the inception of the Group, Cathy brings a vast knowledge of how group departments have grown and developed in the areas of finance and general management, as well as specific experience with Housing and Community Development's operational issues, programs and financial history. She is a graduate of the County's Leadership Academy and holds a master's and bachelor's degree in Public Administration from San Diego State University.



It's always a pleasure to announce key appointments of exceptional candidates within CSG. Please join me in personally welcoming Ron Hicks, Director of General Services and Cathy Trout, Director of Housing and Community Development, to their new jobs. In addition, Ralph Thielicke has been appointed Chief of Facilities Planning in the Department of General Services and Tim McNamara has been appointed Assistant Registrar of Voters.

The appointments are significant in many respects – not only because these are key positions within our Group – but also because three of the individuals were promoted from within the County organization. As many of you know, Cathy Trout served as the CSG Group Finance Director, Ralph Thielicke served as a Senior Transportation Planner for Public Works, and Tim McNamara served as Division Chief of Voter Services.

Former CSG Staff Officer Ron Kelley's recent appointment as Board Aide to Supervisor Greg Cox is another example of how advancement opportunities are available among the various branches of County government. The County is genuinely committed to promoting from within and these appointments clearly exemplify this commitment.

In closing, I'd like to congratulate all of you for your Quality First achievements. Overall, the CSG did very well and, as a consequence, our average payout was 3.7%. CSG achievements included (1) energy conservation resulting in a 13.9% decrease in utility usage at County-owned facilities, (2) an increase of 56% in the number of shelter animals made available to private shelter adoption programs (3) cost savings of \$238,000 to various departments through the implementation of better business practices at Purchasing and Contracting, (4) expanded delivery services to branch libraries by 19%, (5) a reduction of 50% in the length of time to complete the intake process for Section 8 applicants and (6) streamlined "will call" voting procedures. This speaks volumes for the hard work and dedication of our staff. Thank you for all your efforts!

ALEX A. MARTINEZ
Deputy Chief Administrative Officer
Community Services Group

Around the Group

Animal Control

When the Pines Fire swept through the Julian/Ranchita areas in East County, the Department of Animal Control was on the job responding quickly to calls for evacuations of the residents' animals.

During the course of the disaster, the Department evacuated over 200 animals from the path of the fire, including 115 animals on the night of August 3. Although most of the animals evacuated were cats and dogs, residents' horses, goats, pigs, chickens, geese, ducks, birds, and even a tarantula were also rescued.

Rescuing the animals was only half the battle. Once they were evacuated, the hundreds of pets needed to be fed, housed and cared for by staff at all three of the Department's shelters.

While the majority of the animals rescued were in good or fair condition, one pig suffered from smoke inhalation and a horse named "Chester" ran through a 25 foot wall of raging fire not once, but twice.

Many of the families displaced by the wild fire were encouraged and heartened when they found their lost pets at one of the three shelters. "Chester," – the badly burned horse under the daily care of the Department's veterinary staff for burns to his legs, belly and face – is well on the way to recovery and the pig was revived and picked up by her owners. Animal Control staff worked non-stop on the fire and provided a valuable and much-appreciated service during a critical period in the lives of East County residents and their animals.



*ACO Trainee
Chris Saucier,
and ACOs
Carolynn
Scribner, Lewis
Petersen, and
Scott Chilson
round up goats.*

General Services

In May 2000, at the request of the Board of Supervisors, the Department of General Services began exploring the possibility of converting the County Administration Center (CAC) parking lots to a waterfront park. On July 30 of this year, the Board took a significant step towards creating a grand waterfront park next to the historic CAC by allocating \$2.9 million to complete the design of the park. The park will contain urban garden rooms, a promenade with fountains, and a large civic plaza open space to the west of the building. Underground parking is a part of the approved Master Plan. The parking structure will not alter the flat grade civic park/green lawn area in front of the County Administration Center. The design team is studying various options as to number of stalls, ramp access and structure location. The new waterpark could break ground as soon as fall 2003. The design is being prepared by Hargreaves Associates, an internationally known landscape architectural firm.

Housing and Community Development

On April 16, Supervisor Greg Cox requested that the Board of Supervisors take action to expand the San Diego County Lead-Based Paint Hazard Control Program into incorporated jurisdictions with priority given to the cities of National City and the communities of Barrio Logan, Logan Heights, Sherman Heights, Linda Vista and Serra Mesa in the City of San Diego.

The Program is currently operated in the unincorporated portions of the County, with Spring Valley as its target community. However, it has been demonstrated that there is a high probability of lead-based paint hazards in homes located in incorporated jurisdictions that could benefit from this program as well.

As a result of the Board's action, the County Department of Housing and Community Development (HCD) has partnered with the City of San Diego, the San Diego Housing Commission, and the City of National City to implement the Program in those cities. HCD has also partnered with the Environmental Health Coalition (a community based organization) for purposes of education and outreach.

The Board's action will assist low-income households who may not otherwise have the economic ability to correct lead-based paint hazards in their homes. Its broader implementation will aid in the protection of young children from the hazards of lead-based paint poisoning, regardless of the jurisdiction in which they reside.

Library

Over 8,600 children were able to "Discover the Magic of Reading" at local County library branches this summer. These children all reached their reading goals of 10 books each. Branches held over 300 programs featuring puppet shows, animals, magicians, musicians, crafts, and storytelling with more than 17,000 children and parents attending the programs. The magic theme was very popular and library bulletin boards were covered with top hats and rabbits.

Teens also found out that "Books are Magic" this summer when more than 600 of them reached their reading goals of five books. Branches saw a record number of over 1000 teens attending the 87 programs held especially for them. Programs included making beaded friendship bracelets, scrapbooks, designing magic mirrors, meeting a local DJ, karaoke sing-a-longs, mime classes, performing in reader's theater, and pizza parties.



Cardiff-By-the-Sea Branch Summer Reading Program

Around the Group

Purchasing and Contracting

On August 15, Weaver Simonsen, Contracts Division Manager and Jack Pellegrino, HHSA Contracts Support Director, were privileged to brief a delegation of five industry representatives from India. The delegation was interested in the subject of privatization in the U.S. economy.

The delegation was comprised of representatives of the Chamber of Commerce of Calcutta, various industry councils and a major newspaper. The group has recognized the impact of the global economy on India and as a result they were very interested in the County's efforts in improving the efficiency of delivering services to the public. Weaver covered the County's outsourcing initiatives and Jack discussed the Agencies contract monitoring programs.

The International Visitors Council (IVC) of San Diego arranged the briefing. The San Diego IVC is an organization of over 300 San Diego volunteers who assist the Department of State in its International Visitors Program and whose mission is to promote global understanding through person-to-person professional, cultural and educational exchange with distinguished international visitors.

Registrar of Voters

At the upcoming November General Election, the Registrar of Voters staff will be providing added service to Filipino American voters who need language assistance so they can more readily participate in the election process.

Federal law requires jurisdictions to provide registration and voting assistance to language minorities in localities where there are more than 10,000 people or over 5 percent of the total voting age citizens in a single political subdivision who are members of a single minority language group. The Registrar of Voters has provided Spanish language assistance to Hispanic American voters for the last ten years and now, as a result of the 2000 Census, will be providing Filipino American voters with the opportunity to receive their election materials in Tagalog.

This will require Registrar of Voters staff to translate election-related materials into Tagalog in addition to Spanish. In precincts with the greatest need, the Registrar will also be recruiting bilingual poll workers who can speak Tagalog and English and will be hiring a full-time bilingual Tagalog-speaking staff person to assist voters on the phone and in the office.

In Memoriam – Debbie Erickson

This issue of the CSG newsletter is dedicated to the memory of Debbie Erickson, a Senior Clerk in the Department of General Services, who was killed in an automobile accident on August 17. Condolences are extended to her family and friends from her co-workers.



Customer Service Pros

Congratulations to the following CSG employees who received special monetary awards and time off for providing exceptional customer service:

ANIMAL CONTROL: Total Dollars Distributed \$2,860; Total Days Off 3; Movie Tickets 16. Recipients: **Kriss Andrews, Jeanne Brousseau, Richele Collins, Dawn Galeener, Stacie Griffin, Darrell Hanson, Lori Hite, Frances Huls, Mark Humphrey, Dave Johnson, Bobby Keith, Mark Koge, Olivia Lansangan, Noelle Leamons, Laura Mars, Elizabeth Mendoza, Virginia Moreno, Maggie O'Dell, Kathy Reyna, Tony Rogers, Sonja Scott, Robin Sellers, Tiffany Shields, Sage Vannoy, Cheryl Wardenaar, Lori Weber and Ken Winter.**

GENERAL SERVICES: Total Dollars Distributed \$4,000. Recipients: **Anna Marquez, Eddie Arthur, Lavern Audet, Chris Babick, James Bakke, Krikor Bedrossian, Henry Brown, Coreen Crowley, Nick Del Real, Nestor Edilloran, Ken Frederickson, Cesar Galac, Cezar Garcia, Fred Gathwright, Thomas Hargraves, Don Hicks, Robert Insunza, Jack Kiersey, Carl Killpack, Amanda Klaahsen, Brent Lawson, Michael McNamara, William Mickel, James Pharr, Jimmy Pitones, Joe Quicho, William Randall, Narcisco Sabat, Robert Scott, David Timber, Jeff Westra, Herbert Winkler and Eva Luz Zarnes.**

HOUSING & COMMUNITY DEVELOPMENT: Total Dollars Distributed \$5,950; Westfield Gift Certificate: \$175. Recipients: **Nhiel Amposta, Lupe Blanco, Don Bruestle, Gloria Butler,**

Miguel Chavez, Jason Cooper, Ken Covington, Lynne Diamond, Dolores Diaz, Aaron Dizon, Debbie Dyar, Cora Espiritu, Sharon Ford, Gail Franklin, Phyllis Freeman, Sheryl Gaunt, B. J. Glouden, Peggy Goldstein, Janette Grutzmacher, Joan Herskowitz, Jafar Izadi, Joe Jamias, Mercedes Jones, Pedro Jurado, Dana Kaiser, Lorene Kellogg, Ramona Kleit, Kevin Ky, Deborah Lester, Vickie Madrid, Clint Magoffin, Joseph Mangat, Lucy Marasigan, Omar Mora, Hugo Mora, Ghulam Najeed, Patricia Parpart, Cristian Pimentel, Susan Quasarano, Cristina Reyes, Monique Rice, Elma Saluta, Joan Sanguinitto, Laura Scaperotta, Wanda Spott, Conrad Tanjuaquio, John Thelan, April Torbett, Nancy Valdivia, Vernon Wainscott and Alvin Williams.

LIBRARY: Total Dollars Distributed: \$1,150. Recipients: **Andra Byous, Candy Bonner, Edna Flores, Ann Jones, Farrah Mazhari, Christina Moses, Louida Robinson, Teresa Sheehy, Jennifer Williams, Patricia Williams, and Jose Ocadiz.**

PURCHASING & CONTRACTING: Total Dollars Distributed \$2,300; Total Days Off 1. Recipients: **Ed Alvarez, Eve Babcock, Mary Ann Cook, Vilma Crisologo, Tina Fodor, David Gonzalez, Martha Marshall, Bert Porciuncula, Karen Ron, Natalie Schrepper.**

KUDOS Corner

Animal Control

"Officer Chilson arrived within 20 minutes of phoning for assistance. I can't even get roadside assistance that quickly! Thank you for the service you provide. It is very much appreciated!"

Janice Clark

General Services

"I just picked up our Volunteer Recognition Program for our Brunch Event honoring 600 volunteers. It is just terrific, very well done. Judy Bankson and Cari Gloria gave us some great ideas and helped us carry them out."

Robert Maass,
Aging Program Specialist II, HHSA

Housing & Community Development

"[Craig Abernathy] In the years that I have been on the program, all of the persons in this office have treated me pleasantly, with respect and with sincerity."

(Translated from Spanish) J. Perez, Tenant

Library

"Three staff members at the El Cajon Branch Library deserve a big thank-you. Mr. Fred Rosen (Info. Desk) knew I didn't know anything about computers, so he looked up films and books for me on beginning Little League Baseball. I also received extra special help at the check out section from Cindy Rotolo and Kelly Davis."

Anonymous

Purchasing & Contracting

"Terry Scott and Evie Stainbrook provided tremendous support to me. They provided exactly what we needed, quickly."

Jerald Coleman, HHSA

Registrar of Voters

"It was a very busy day, and the staff handled it with professionalism as well as courtesy. The office is esthetically pleasing and the staff is well trained. It's a joy to come in here."

Anonymous

Service Awards

CSG congratulates the following dedicated employees who have provided from 5 to 30 years of service to the County.

NAME	YEARS	DEPT
Josephine Moeller	30 Years	LIB
Lewis Farias	30 Years	DGS
Carla Jane Mann	30 Years	DGS
David Piner	30 Years	DGS
Dusty Harrington	25 Years	LIB
Cathy Heart	25 Years	LIB
Thomas Ignacio	20 Years	DAC
Doris Campbell	20 Years	LIB
Sue Dess	20 Years	LIB
Felipe Arce	15 Years	DGS
Mary Kay Gagliardo	15 Years	DAC
Brenna Ring	15 Years	LIB
Wesley Semonchuk	15 Years	DGS
Catherine Trout	15 Years	HCD
Gordon Martinez	10 Years	DGS
Ron Phife	10 Years	DGS
Lea Buntin	5 Years	LIB
Virgilio Daplas	5 Years	DGS
Phyllis Johnson	5 Years	DGS
Deborah Khouri	5 Years	LIB
Marcario Ladrado	5 Years	LIB
Jerry Moore	5 Years	DGS
Rebecca Scattergood	5 Years	HCD
Rex Sumabat	5 Years	DGS

DIBBS AWARDS

GENERAL SERVICES: Mindy Tao received \$3,300 for her suggestion that an emergency generator being replaced at the Medical Examiner's Office be installed at the Juvenile Ranch Facility in Campo saving the Probation Department \$22,000; Celeste Saunders received \$50 for her suggestion to notify departments of upcoming destruction dates for documents stored at Iron Mountain; Nadine Armenta received \$135 for her suggestion to change the mail pick-up route to make it more efficient; and Ron Phife received \$50 his suggestion to allow County departments the option of providing internal accounting information, instead of cash or checks when doing business with Media & Public Relations.

HOUSING AND COMMUNITY DEVELOPMENT: Brenda Bell received \$50 for her suggestion to add identification labels to envelopes being returned to the department to make it easier to sort mail; Deborah Dyar received \$3,287 for a first year savings of \$21,910 for turning off Champions and using free FRS software for the Public Housing Program; Joan Herskowitz received \$50 for suggesting that we purchase lightweight (proxima) projectors to be used for presentations in the field; Marcia Ingram received \$50 for suggesting that we advertise in the Pennysaver and similar places to get the word out about the need for landlords to accept Section 8 Vouchers; Jafar Izadi, Lynne Diamond, Gloria Butler and Hugo Mora received two awards of \$50 for suggesting the formation of a new lease inspection unit and for publishing a web-based list of Section 8 owners and rental property for clients' use; Susan Quasarano received \$50 for suggesting an exit sign be placed on the correct double door of the upstairs public exit; April Torbett received \$50 for suggesting that Suggestion Boxes for employee be placed upstairs and downstairs; April and Liz Mahron split \$50 for suggesting non-skid floor mats be placed at the sink areas of the staff lounges; and Peggy Goldstein received \$50 for her suggestion to purchase pre-paid parking meter cards for use when attending City of San Diego downtown meetings.

LIBRARY: Margaret Esther received \$50 for suggesting Valueline Bookmarks, \$50 for suggesting barcode location codes for library branches and \$50 for suggesting website address stickers; Stephanie Weiner received \$50 for suggesting weeding recommendation; Sonya Heiserman received \$50 for suggesting branch library listings in the (White and Yellow Pages) phone book.

REGISTRAR OF VOTERS: Bernadine Davis received \$685 for suggesting a PC be added to the Mail Desk workstation; Vicki Chappell received \$50 for suggesting placing recruitment on the County's web homepage for temporary help/poll worker/polling place; Jean Van Geest received \$50 for suggesting Power Point as a standard operating procedure.



The Community Services Group newsletter is published quarterly for the employees of the Group.

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